



Return Merchandise Authorization (RMA) Request Form

In order to return your product to Online-Devices for repair or replacement you must first obtain an RMA number. To obtain an RMA#, please complete and submit the RMA Request Form below. Upon receipt of your RMA request, Online-Devices will validate the Warranty status of the products based on the serial numbers provided. An Online-Devices Technical Support Engineer may contact you to trouble shoot the problem prior to the issuance of an RMA. If this is an urgent matter requiring advanced replacement, please contact Online-Devices Technical Support after submitting the RMA Request Form at Online-Devices's web site.

After the RMA is approved you will receive an RMA Number from Online-Devices. Then you are responsible to return the products to Online-Devices's designated repair facility, freight pre-paid by you. The products must be properly packaged to prevent damage while in transit. If available the original product packaging should be used for the return shipment. Online-Devices will use commercially reasonable efforts to ship the repaired or replacement products to you freight pre-paid by Online-Devices.

If the returned products after examination are determined by Online-Devices to be damaged while in transit or due to improper use or installation, a Repair Services Quotation will be returned to you by email. Online-Devices in its sole discretion will determine if repair of the returned product is feasible. In some cases a No-Problem-Found ("NPF") fee may be required prior to the return shipment of the products from Online-Devices's repair facility. The NPF Fee will be determined individually. Requests for replacements will only be accepted within 30 days of purchase. Online-Devices offers a one (1) year limited warranty on all items with the exception of peripherals. Any other exceptions will be in product description.

We will review your request within one to two business days and email you a Return Merchandise Authorization Number (RMA#) with detailed instructions on returning a product, if approved. The RMA# will only be valid for 7 days. Please mark this RMA# on the outside of your return package and mail the package within this 7 day period. We will also specify the address you should direct your return package to in the email. Please be aware that your return will not be processed without a valid RMA# marked on the return package.

- All Applied Discounts, Custom Duties and Taxes, and Shipping and Handling Fees are NON-REFUNDABLE.
- The product(s) for return must be in new condition in the original packaging with no missing parts (components, user manual, ect.). A restocking charge up to 30% may be applied if the original packaging is opened or if the product(s) appear to be used.

Date:

Customer Information-

Address to return unit after repair (if different)-

Company:	Company:
Address (City, State, Zip Code):	Address (City, State, Zip Code):
Contact Person:	Contact Person:
Phone:	Phone:
Fax:	Fax:
Email:	Email:



Product bought from:	
Product Purchase Date:	
RMA type (circle):	Repair / Return
What is the Warranty period:	
Is this Product under Warranty (circle):	Yes / No
Was the Product DOA (Dead On Arrivale):	Yes / No
Description of Returned Equipment, including Model Number, quantity (e.g. ID-Flex Reader):	
Product Serial Number:	Invoice #:
Reason for equipment return, including a detailed description of failure mode and failure conditions:	

Signature: _____ Name: _____

After filling out this form please email to: support@online-devices.com or to fax: +972-9-885-2506

After you receive RMA No. from Online-Devices please mail the faulty unit to our repair facility at:

ICPC Online-Devices Department

Giborey Israel 13

Netanya 42504

Israel